

## **Levels of Service Breakout Session Report**

### **SEEDS LOS/CE Study (Levels of Service / Cost Estimation)**

**Kathy Fontaine, GSFC**

- ❑ **Comments and questions on draft recommendations**
- ❑ **Feedback on Levels of Service**
- ❑ **LOS Working Group Purpose and Draft Charter**
- ❑ **Progress report and demo of the Cost Estimation Tool**

- ❑ **ESE should adopt the LOS developed by the study as a baseline for defining requirements for future DSPs.**
- ❑ **A working group should be established to review and update requirements and levels of service on a regular, ongoing basis.**
  - Modifications would reflect, for example, changes in ESE needs, user needs, or technologies.
  
- ❑ **Breakout - general agreement**

### □ Purpose

- To provide reports and recommendations on levels of service to the SEEDS Program Office

### □ Scope

- The content and structure of the levels of service
- Use of levels of service as a basis for requirements and the cost estimation tool

### □ Draft Charter highlights

- Representatives from the user community as well as all types of ESE DSPs, including DAACs, SIPs, ESIPs, REASoNs, etc.
- Chair to be elected; SEEDS Program Office will provide a representative as Executive Secretary.
- Two subgroups formed (user and DSP).
- Working Group will annually review and recommend changes to the LOS baseline.

### □ Breakout - initial general agreement; asked for more comment via e-mail.

- ❑ **Comments in 4 main areas**

- Use of the LOS and the tool
- General comments
- Specific levels of service
- Cost Estimation Tool

- ❑ **Not going to cover all the comments for brevity and because some are being 'written up' in more detail.**

- ❑ **How do we ensure the integrity of the database?**
  - Need to make sure that the data in the database is good
- ❑ **Concern about whether how the output of the tool would be used.**
  - How would the Enterprise reconcile their 'should-cost' answer with the PI's answer?
- ❑ **Be very clear on who is supposed to use the LOS and tool and why.**

### ❑ Ingest and processing

- Tie the levels of service to the data type more clearly.
- 'Within 2 days' can be exceeded by lots of data providers...
- But this LOS seems to exclude communities who might need the product within 3 hours.

### ❑ Reprocessing

- Discard the reprocessing capacity requirement (3x, 6x, 9x)
- Perhaps replace with a reprocessing cycle defined by the DSP.

### ❑ Search and Order

- Use 'browse' where applicable
- Make sure that 'simple' technologies such as ftp are 'allowed'
- Consider the use of intelligent agents/data mining software (requirement to accept such software is in Processing already)

### ❑ User Services

- Use response time or number of inquiries as a LOS instead of number of active users

### General

- ❑ **Need to define terms a little more carefully**
  - 'active user'
  - 'best commercial practice'
  
- ❑ **Look at levels of service in terms of the impact to the specific user community.**

### CET

- ❑ **Revisit how we handle ODCs (training, travel, etc.)**
  
- ❑ **Should reliability be considered as a level of service?**